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EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

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**UI Online System will become available on July 1, 2013**

The Department of Unemployment Assistance (DUA) is pleased to introduce UI Online, a new self-service unemployment insurance system that can be accessed through the internet. With this new system, you can log into your account and complete activities such as requesting your weekly benefit payment, checking your account balance, updating your personal information, changing your payment method, reopening your claim, and more. **In order for you to obtain your weekly benefits, you will need to activate your account and then request benefit payment each week either online or by telephone.**

This system can be used starting July 1. You can access the system by going to [www.mass.gov/dua](http://www.mass.gov/dua). **The enclosed pamphlet gives you information you need to learn more about the system, including instructions on how to activate your account. Once you go online, the system will also prompt you on how to activate your account.**

Please be aware of the following changes that will take place:

- **System transition:** In order to transition from our current system to our new one, the current system will not be available from 7:00 p.m. on June 25 through 5:00 a.m. on July 1. To get your weekly benefits for the week ending June 22 on time, you must request benefit payment as you regularly do before 7:00 p.m. on June 25. Otherwise, you will be able to include this week when you request payment for the week ending June 29 after UI Online is implemented on July 1.
- **Weekly eligibility questions:** The questions for requesting weekly benefit payment have changed. Please read or listen to the new questions carefully.
- **WebCert and TeleCert users:** If you are a WebCert user, you will be required to log in to UI Online to establish your new account. You will be prompted how to log in to your account once you go to [www.mass.gov/dua](http://www.mass.gov/dua). If you are a TeleCert user and would like to have the convenience of using UI Online, you must also activate your account by logging in to UI Online. Once you have established your account, you will be able to request benefit payment either online or by telephone each week for your benefits.

We look forward to serving you with our new system, UI Online, which will make it more convenient for you to access your account and request benefit payment. As with all new systems, we appreciate that you may have questions on how to use it, and we are going to be fully staffed, from 7:30 a.m. to 7:00 p.m. to help answer your questions. You may call our TeleClaims Center at 877-626-6800 (toll-free from area codes 351, 413, 508, 774 and 978) or 617-626-6800 for assistance, or you may visit our website at [www.mass.gov/dua](http://www.mass.gov/dua) for answers to frequently asked questions.

Thank you for your patience as we launch UI Online.